This Computes!

Department of Health Services
Children's Medical Services Network
(CMS Net) - Information Bulletin # 48

As you are aware, over the past weekend we accomplished a major upgrade to the CMS Net system. In addition to moving the system to a new computer server at the Health and Human Services Data center we upgraded the operation version of the CMS Net database. These changes will significantly improve processing time for many of the functions in the CMS Net system. Although the upgrade process was successful and we retained all the case record information and functionality of the old system we are experiencing some problems. You may have experienced the results of the problem if you have been abruptly disconnected from the system. We are aware of the problem and are working feverously to identify the cause and make a correction. In addition to the inconvenience of having to log back into the system after being dropped, we have identified two areas where the disconnect has created a data problem. If you were in the process of issuing a new authorization or registering a new client when the system dropped you it will be necessary for you to take some action once you sign back on to the system. Below you will find step by step instructions as to how to correct the problem that the disconnect causes in these cases. We apologize for the inconvenience and want to assure you we are working hard to correct the problem as quickly as possible. Your cooperation during their time is appreciated.

Authorizations
1) Select GENERATE REQUESTS/AUTHS/CLAIMS
2) Select MODIFY REQUEST
3) At the Select Request prompt type a question mark
4) Press enter until you locate the Authorization with the word TEMP as part of the authorization number, TEMP1505678 for example.
5) Select the number related to the TEMP authorization and modify the request by completing the remaining fields. A new authorization number will be assigned to the request.
6) Select AUTHORIZE REQUEST and authorize the newly modified request.

Registration
If you attempt to register the same patient again, you will receive a message "Link to CIN not allowed, Notify System Manager". This message indicates that the CIN number you would like to link to is already stored as part of another record in CMS Net.
1) Select REGISTRATION MENU
2) Select EDIT DUPLICATE/BAD RECORD
3) On the patient identification screen type in the CIN number of the client.
4) On the Edit Duplicate/Bad Record screen, select "Bad Record" as the record status.
5) Save the screen.
6) Return the REGISTRATION MENU and Select PATIENT REGISTRATION to re-register the patient.